

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 10

April 19, 2004

**SUBJECT: COMMUNITY COMPLAINT AND EMPLOYEE COMMENDATION
INFORMATION POSTERS - REVISED**

PURPOSE: The Community Complaint Information Poster, titled "Quality Service Is Your Right" and the Employee Commendation Poster were activated in several languages to provide the public with information on filing personnel complaints or commending the actions of Department employees. In an effort to consolidate the information provided by these two posters, and to provide the public with additional options for initiating a complaint or employee commendation, this Order activates the Community Complaint and Commendation Information Poster. This Order also deactivates the Community Complaint Information Poster and the Employee Commendation Poster.

PROCEDURE:

- I. EMPLOYEE COMMENDATION POSTER, FORM 1.18.5 - DEACTIVATED.**
The Employee Commendation Poster, Form 1.18.5, in English, Spanish, Korean and Chinese is deactivated.
- II. COMMUNITY COMPLAINT INFORMATION POSTER - DEACTIVATED.**
The following translations of the Community Complaint Information Poster are deactivated.
 - * Community Complaint Information (Tagalog), Form 1.81.21;
 - * Community Complaint Information (Japanese), Form 1.81.22;
 - * Community Complaint Information (Vietnamese), Form 1.81.23;
 - * Community Complaint Information (English), Form 1.81.24;
 - * Community Complaint Information (Spanish), Form 1.81.25;
 - * Community Complaint Information (Korean), Form 1.81.26;
 - and,
 - * Community Complaint Information (Chinese), Form 1.81.27.
- III. COMMUNITY COMPLAINT AND COMMENDATION POSTER, FORM 1.81.28 - ACTIVATED.**
 - A. Use of Form.** This form (in poster format) is used to provide the public with information on filing personnel complaints or commending the actions of Department employees.

B. Distribution. This form (in poster format) is to be made available to the public at all Area stations, Parker Center, office of the Board of Police Commissioners, other police facilities accessible to the public and City Council field offices.

IV. RESPONSIBILITY FOR COMMUNITY COMPLAINT AND COMMENDATION POSTERS. The following entities have the responsibility for ensuring that Community Complaint and Information Posters, Form 1.81.28, are on display to the public throughout the Department and City Council field offices:

- * Area commanding officers shall ensure posters are displayed at their facilities where they are visible to the public and provide posters to all City Council field offices within their Areas;
- * The Commanding Officer, Jail Division, shall ensure the poster is made available at the Parker Center front desk;
- * The Office of the Secretary, Board of Police Commissioners, will ensure the poster is available at the offices of the Board of Police Commissioners and the Inspector General;
- * All bureau and group commanding officers whose commands are accessible to the public shall ensure posters are displayed; and,
- * The Commanding Officer, Internal Affairs Group, shall provide posters to all City Hall offices of the City Council and to the Mayor's Office.

FORM AVAILABILITY: The framed Community Complaint and Commendation Poster, Form 1.81.28, is available for ordering from Supply Section, Fiscal Operations Division.

AMENDMENTS: This Order amends Sections 3/757.20, 3/817 and 3/817.05; deletes Sections 5/1.18.5, 5/1.81.21, 5/1.81.22, 5/1.81.23, 5/1.81.24, 5/1.81.25, 5/1.81.26 and 5/1.81.27; and, adds Section 5/1.81.28 to the Department Manual.

AUDIT RESPONSIBILITY: Each operations bureau commanding officer and the Chief of Staff/Commanding Officer, Professional Standards Bureau shall monitor compliance with this directive in accordance with Department Manual Section 0/080.30.

WILLIAM J. BRATTON
Chief of Police

DISTRIBUTION "B"